

IDAHO CERTIFIED SHORTHAND REPORTERS BOARD

AGENCY STRATEGIC PLAN

For Fiscal Years Ending June 30, 2004-June 30, 2005

Signed:

Dianne Cromwell, Secretary

Approved:

Byrl Cinnamon, Board President

IDAHO CERTIFIED SHORTHAND REPORTERS BOARD

STRATEGIC PLAN

The Idaho Certified Shorthand Reporters Board is a self-governing regulatory board authorized under Chapter 31, Title 54, Idaho Code. All costs associated with operating the Board are paid from fees collected by the Board. The Board consists of five board members, appointed by the Governor. Three members are certified shorthand reporters, one is an Idaho district judge, and one is a member of the Idaho State bar. Members hold office for terms of three years each. Members of the board serve without compensation.

The board is charged with the following:

- * To protect the public
- * To determine the qualifications of persons applying for certificates as Certified Shorthand Reporters
- * To prescribe, administer, and determine a passing grade for the examination of applicants applying for certificates as Certified Shorthand Reporters
- * To collect fees and charges
- * To execute and issue temporary and regular certified shorthand reporters certificates upon the grounds and in the manner prescribed by Idaho Code Chapter 31, Title 54
- * To make rules and regulations to carry out the intent and purposes of the Idaho Code Chapter 31, Title 54.
- * To conduct investigations and hearings
- * To administer other provisions of Idaho Code Chapter 31, Title 54.

MISSION STATEMENT

The Board regulates the professional conduct of shorthand reporters through the adoption of rules and the enforcement of statutes regarding qualifications, professional ethics and conduct for all certified shorthand reporters in the state of Idaho.

VISION STATEMENT

The Board promotes competency and excellence in reporting and transcribing proceedings in the judicial system and the general public.

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EXTERNAL FACTORS/CHALLENGES

Changes in qualification requirements in neighboring states influences the number of individuals taking the Idaho examination. Non-enforceable address change notification. This fluctuation in examinations and vacated status due to non-address change, given greatly increases or decreases the annual income of Board.

1. CONTROL AND REGULATION

To provide effective control and regulation of all Idaho Certified Shorthand Reporters.

Objective 1.1

To respond to all valid complaints within 30 days of notification.

Strategies:

- * Follow up on verified complaints within 10 days.
- * Take additional appropriate action within prescribed time frames.
- * Develop Policy and Procedure Guideline in regards to violations, for use by Board members and staff beginning FY05 and then thereafter.
- * Develop an Investigative Worksheet beginning FY05 and then thereafter.
- * Develop Violation Letter beginning FY05 and then thereafter.
- * Placement of documentation in files beginning FY05 and then thereafter.

OUTCOME: Adherence to rules and regulations regarding CSR's in a timely and effective manner; protection of the public against fraudulent and unethical behavior.
Assurance of fairness, accuracies, and a consensus, of all board Members, and staff.

OUTPUT: Number of complaints received
Number of formal complaints filed
Number of licenses suspended
Number of licenses revoked
Number of hearings held

Objective 1.2

To develop a calendar of examination dates of the Idaho test.

Strategies:

Pre-set dates for Idaho examination at Board meetings.

OUTCOME: Adherence to Idaho Code 54-3111.

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OUTPUT Increase of examinations
 Increase of registrants

2. LICENSING

To continue to issue regular and temporary certificates to those applicants who meet all requirements and conditions:

Objective 2.1

To review all applications for certification within ten (10) days.

Strategies:

- * Continue to review and issue temporary certificates within an average of 10 days from the date of receipt.
- * Notify Temporary certificate holder's thirty days prior to expiration date.
- * Continue to process applications for regular certification within an average of 5 days from date of receipt.
- * Review Title 54, chapter 31 for language clarification and development of enforceable rules.

OUTCOME: Applicants meet all requirements of the law.
 Increase in current certificate holders.

OUTPUT: Number of applications filed
 Number of days elapsed for application processing, by type.
 Acknowledgement letter issued.
 Number of application denied for certification

3. EXAMINATION

Administer the Certified Shorthand Reporters' Examination in a manner that meets all requirements of the law and national standards, while promoting efficiency and economy.

Objective 3.1

Administer AT LEAST 1 examination per year

Strategies:

- * Continue to process applications for examination within 5 days of receipt.
- * Continue to notify applicants of the requirements, date, time and place of the examination 30 days prior to the examination.
- * Continue to provide for the safekeeping of all examinations, transcripts, and notes.
- * Continue to issue pass/fail notices within 10 days after the examination.

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- * Post announcement of test date on Web page.

OUTCOME: Individuals certified, as Certified Shorthand Reporters in the State of Idaho will have the highest standards and qualifications.

OUTPUT: Number of applications files
Number of applicants that passed the CSR written examination
Number of applicants that passed the dictated portion
Number of applicants that failed the CSR written examination
Number of applicants that failed the CSR dictated portion

4. INTERNAL FACTORS/CHALLENGES

Method Of Acceptable Protocols

To develop methods and acceptable protocols that allow the Board to grow in relationship to current applicant status, reduce vacated status, employee development/training, and continuity in established policies that future Board members can draw from.

Objective 4.1

The Board will use all State Controllers and Department of Administration policy and procedures as guidelines for effective agency assurances.

Strategies:

- * The Board will update its in-house registrar that includes, address change and status of applicant as an on-going event beginning FY05 and thereafter.
- * The Board will update web site as needed.
- * The Board will send out renewal notices to past CSR holders that have allowed status to be vacated for up to five (5) years, (Idaho Code 54-3).
- * The Board will adapt a filing system based on the Department of Administration policies and procedures in record to record keeping and archive procedures.

OUTCOME: Correct listing of all registrant information.
The Certified Shorthand Reporters Board will have the highest standards and qualifications.
Decrease at risk liabilities, and provide support staff with professional guidance.

OUTPUT: Decrease number of Legislative audit findings.
Decrease vacated status.
Decrease number of returned renewal information.
Decrease the loss of records.
Increase renewal income.

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Establish professionalism among the Board as a whole.

Objective 4.2

The Board will comply with all new mandatory requirements such as Information Technologies (IT) plan, Recovery Plan, and SIEC surveys

Strategies:

- * The Board will begin use of the State Controllers and Department of Administration on-line reporting beginning FY05 and thereafter.
- * The Board will begin to back up all electronical reports on zip diskettes beginning FY05 and thereafter.
- * The Board will continue use of the State of Idaho STARS system for accounting purposes.

OUTCOME: Meet new criteria for fiscal report record keeping.

OUTPUT: Decrease paper storage.